



King County

Connectivity: Getting Stakeholders to use Electronic Court Records

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ESTABLISHING YOUR OWN ELECTRONIC COURT RECORDS PROGRAM

CONFERENCE AUGUST 4-6, 2009

PRESENTED BY THE KING COUNTY SUPERIOR COURT CLERK'S OFFICE, SEATTLE, WA





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Session Outline

- Overview
- How to get to Success
- Working with Your Justice Partners
- Working with your Court
- Connecting the Public

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Connectivity Overview

- Taking away the paper file can be traumatic for some
- Tactile, color cues are gone
- Trust issues
- Perceived and real cost issues
- Change can be traumatic
- Discomfort: Moving their Cheese

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Connectivity Success

- Rooted in the Master Plan
 - Get early buy-in that the plan involves a transition away from paper
 - Acknowledge connectivity as a phase in your project
 - Plan for the cost and time of transition

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Connectivity Success

- Elevate Connectivity to a Project
- Plan for it to have Project money
- Describe the scope of it to your funders
- Describe it as critical to your success

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Connectivity Success

- Rooted in Communication
- Ask the Customer:
 - Where do you use the court file?
 - Do you have a computer there?
 - Can you print?

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Connectivity Success

- Actually survey their court file use
- Your project dollars pay for new computers, new printers
- You and partner acknowledge the purchase is one time and the replacement cycle is theirs to own
- With the Court, likely they use files on bench and in chambers

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Connectivity Success

- Develop Service Level Agreements (SLA) with partners: court, prosecutor, defense
- Define what you will deliver, what is expected of them
- Set dates
- Gain signatures
- Meet all the expectations

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Connectivity with Justice Partners

- Our experience:
 - Because of good communication, the master plan, early involvement, the sense that everyone was going to gain something
 - High level of buy-in and success with Prosecutor, defense, sheriff
 - Their buy-in and support became a source of grant funding

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Court Connectivity

- Much more challenging
- Expect the transition to be long
- Most impact to calendars
- Stress, anxiety, appearance of competency are part of the transition
- Capitalize on catastrophes, if need be
(fire, earthquake, budget)

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Court Connectivity

- Our Success Included:
- Stair Step Implementation (re: change)
- List of Exceptions (re: system, cost, anxiety)
- Commitment to Service (re: trust, printing)
- Training
- End Date for Paper
- Continuous Communication

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Court Connectivity

- How to be Successful?
- Get Court input on screens
- Build tools to ease their burden
 - Electronic Sort of documents
 - Calendar-based queue of files
- Build the system to be so easy no training is necessary
- Train anyway

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Court Connectivity

- Set implementation dates in the future
- Talk about it every opportunity
- “Pilots” or first steps get small buy-ins that build on each other

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Connecting the Public

- Courthouse-based viewer and public print queue
- On-line Access for remote use
- State Court Rule: GR 31
- Local Rule LGR 31 Development
 - Ad Hoc Committee

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Connecting the Public

- Success for King County:
- Stair step implementation
- Only certain case types – no sealed/confidential
- Fee-based access
- Draw down account
- View, copy, print ability

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Questions?

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